

**OFFICE OF THE GENERAL COUNSEL  
Division of Operations-Management**

MEMORANDUM OM 04-13

December 15, 2003

TO: All Division Heads, Regional Directors, Officers-in-Charge,  
and Resident Officers

FROM: Richard A. Siegel, Associate General Counsel

SUBJECT: Agency Toll Free Telephone Number

On December 15, 2003 the Agency will implement its new toll free telephone service. Regional Offices have a long history of providing responsive and thoughtful service to the public through our Information Officer Program. This new service is intended to make it easier for employees and employers to get help with questions about matters arising in the workplace.

**The new toll free number will be  
866-667-6572  
866-667-NLRB**

**For Hearing Impaired (TTY)  
866-315-6572  
866-315-NLRB**

Callers using the toll free service will initially hear a message describing the Agency's mission and offering referrals to other Agencies. (The transcript of the recording is attached.) An option to hear detailed information about the services other Federal government agencies offer is also provided. At the conclusion of the message, the caller is advised that he or she may reach an Agency Information Officer by dialing "2" or remaining on the line. The recording also provides information, and referrals in Spanish. The toll free number for hearing impaired individuals routes callers to the Regional Office TTY lines.

Because we recognize that the local auto attendant systems and local recorded messages provide very useful information to callers from the local area and conserve Agency resources, Regional Offices may, if desired, retain their existing local auto attendant systems. The toll free program will be an addition to the current services that the Regional Offices are already providing. To eliminate the possibility that a member

of the public may be subjected to duplicate recordings, the routing for the toll free line has been designed so that callers who press “2” as directed by the recorded message, will be routed to a telephone number in the Regional Office that is answered by a member of the staff.<sup>1</sup> Similarly, toll free callers who hear the national message and do not press any buttons but stay on the line are routed to a telephone number that is answered by a member of the staff.

As soon as possible, please test the toll free system in your office by calling the number from a Regional Office telephone and testing each of the routing choices. Please confirm that the system is working by sending an e-mail to your Operations-Management representative. In order to ensure continuing quality, Regions should periodically test their local systems to confirm that callers to the toll free number are routed to a member of the staff who can either provide a direct answer or arrange for the call to be transferred to the Information Officer.

Calls routed to the Regional Offices from the toll free numbers should be entered in CATS in the same way local inquiries are handled. Toll free calls should be recorded on the Information Officer screens, in the same way as telephone inquiries are received through the Region’s existing systems. The Division of Administration and Operations-Management will maintain records of the number of toll free callers who hang up before the call is transferred to the Regional Office. Accuracy of reporting is very important as information about the Agency’s Information Program is used to report our activities for budget and oversight purposes.

Because each Regional Office I/O and telephone system is different, there may be additional issues that arise that cannot be anticipated in the deployment of a national system. For example, even though the Regional system is configured to have a member of the staff answer when the toll free call is transferred to the Regional Office, when the answering line is already busy, or when the call is received after hours, the only alternative may be to allow the toll free caller to leave a message on an automated system. Therefore it may be necessary to modify local systems to have an appropriate recording follow the toll free message, and establish procedures to ensure the call is returned.

As Regions gain experience with the program, it may become necessary to modify the routing of calls from specific area codes and exchanges. Changes in routings will be reviewed periodically and submitted to the telephone company for modification. In the event your Region experiences difficulty with the routing of calls or would like a change to the routing, please contact Rob White, Telecommunications Specialist in the Procurement and Facilities Branch.

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<sup>1</sup> In caller ID systems, the telephone number in the Regional Office that receives the call will not be disclosed to the caller.

If you have any questions regarding this memorandum or encounter other issues relating to the toll free number, you should direct your inquiry to Assistant to the General Counsel, Shelley Korch, or your Operations-Management representative.

/s/  
R.A.S.

cc: NLRBU

Release to the Public